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TO: **Economic Support Supervisors**
      Economic Support Lead Workers
      Training Staff
      Child Care Coordinators
      W-2 Agencies
      Workforce Development Boards
      Job Center Leads and Managers

FROM: Amy Mendel-Clemens
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      Bureau of Health Care Eligibility
      Division of Health Care Financing

BHCE/BWP OPERATIONS MEMO

No: 04-25

DATE: 05/14/2004

FS	☒	**MA**	☒	**SC**	☐
CTS	☒	**CC**	☒	**W-2**	☒
FSET	☐	**EA**	☐	**CF**	☐
JAL	☐	**JC**	☐	**RAP**	☐
WIA	☐	**WtW**	☐		
Other EP	☐★				

PRIORITY: HIGH

SUBJECT: **Electronic Case File – Login Procedures**

CROSS REFERENCE   Operations Memo 04-22

EFFECTIVE DATE: May 17, 2004

PURPOSE

This memo describes the process for accessing the Electronic Case File (ECF) which provides the capability to view scanned images of the Employer Verification Form – Earnings (EVF-E) and Employer Verification Form – Health Insurance (EVF-H).

BACKGROUND

The implementation of the scanning process for the new EVF-E and H forms, prompted the creation of the ECF as a place to store the scanned image to be viewed by local agency workers. The ECF digitizes the form images, catalogs and stores them. The images are then available for retrieval by a number of different search methods. These two new forms are the first forms to be cataloged and stored for retrieval using the ECF, which will eventually replace the paper file folders associated with the typical CARES case.

WEB LOG ON

The ECF can be accessed via the web access function, Wisconsin Web Access Management System or WAMS.

If you are currently a WAMS user, follow the "Procedure for accessing ECF" below.

If you **do not** have a current WAMS ID and password, access the WAMS Registration page via:
https://on.wisconsin.gov/WAMS/SelfReg.SelfRegControlleron20.Wisconsin Login

You will be taken to the WAMS main page. Scroll down to the Self-Registration link to create a WAMS login ID and password for yourself.   This process will only take a couple minutes, including getting your WAMS ID e-mailed back to you.

- You may use the same ID and password as you use to access the CARES system or you may select another ID and password of your choice.

If you are currently a WAMS user but have forgotten your password, use the same link above, but scroll down the page to the Account Recovery link. This link will guide you through recovering your WAMS account information.

> **NOTE** ➢   For WAMS assistance, scroll to bottom of any WAMS screen and click on "Support Center".
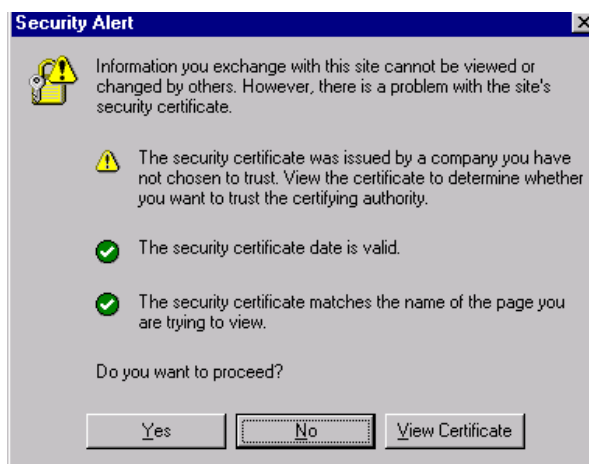
PROCEDURE FOR ACCESSING ECF

Once you have established your WAMS login ID you can now access the ECF web site via:
https://cares.wi.gov/ecf

If you get a page that looks like this, click the "Refresh" button up on the browser toolbar.
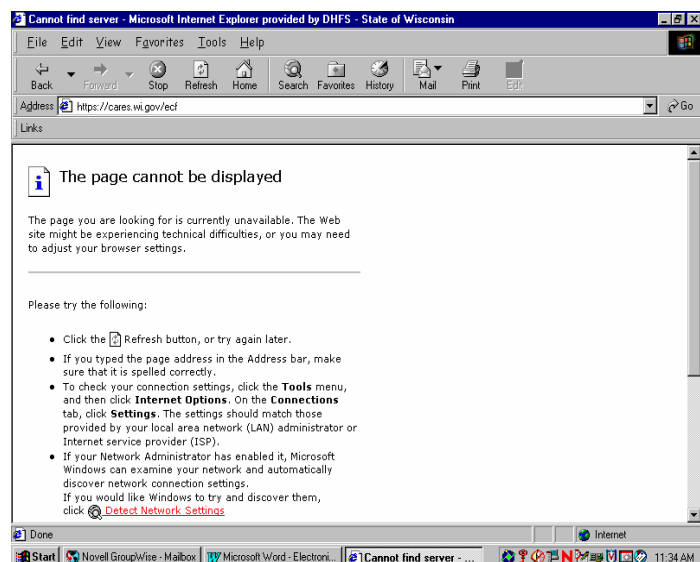
Initially a Security Alert box will appear on your screen. Click "yes" to proceed.

The ECF screen will prompt you to enter your CARES login ID and password. Do not change the default server assignment.

> **NOTE ➢**   All CARES user login ID's have access to the ECF.

Provided at this time are functions which will allow the user to search, view and print documents. Advanced features will be available in future phases.

Should you find it necessary to print a copy of the image, set the resolution on the document screen to 80% so the printed image fits the page size.

PASSWORDS

Your CARES ID and password are the same entity across both the ECF and CARES systems so a change of password to the ECF will also apply to CARES access and visa versa. If you are changing your password on ECF you may receive an error message indicating an error occurred. This is a known problem that is being addressed. Until this problem is resolved, know that when you receive the error message, your CARES and ECF password have been updated by the system. When this error message appears, close, then re-open your browser and log into the ECF site again using your new password. You will also be able to access CARES using your new password.

ECF NAVIGATION

Steps to follow once you are in the ECF:
1. Click on Search,
2. Click on EVF, and
3. Enter search criteria.

CONTACTS

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – Food Stamps, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WtW – Welfare to Work, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCF/BHCE/JE/BM/GR